



L. PART XII - ESTIMATED COLLECTIONS

Provide estimated collections, both as an amount and as a percentage of accounts referred. State if a minimum level of collection performance will be guaranteed and how the City will be compensated if that level is not attained. Explain how the collection estimate was derived.

Based upon the information presented above in section E.-Part V - Prior Experience and on our current company-wide recovery experience, we estimate between 8 and 10% recovery rates for the Emergency Medical Service Department. Our recovery expectations for the EMSD are also based on the recovery ratio we are experiencing with several Austin-area emergency physician groups we service. Recoveries for these Austin-area physician groups are currently in the 7-9% range. We have a number of hospitals as clients in addition to numerous physician groups, and our overall nationwide healthcare recoveries generally run between 10 and 15%.

M. PART XIII - LOCATION

Provide the location of data processing, collection and management operations to be utilized in this project. If an out of town firm, indicate whether a customer service office will be provided in Austin. If an out of town firm, indicate how data is to be transmitted and how customer services are to be provided.

You will have a Key Account Coordinator (KAC) assigned to you. It is that person's responsibility to make sure that everything related to your contract is running smoothly.

You will also be served by medical recovery-services personnel who take care of the day-to-day details, like ascertaining if a payment was indeed sent directly to the City. These people and your KAC can be in daily contact with your office personnel.

We serve many clients extremely well from our regional-center operations, in Dallas, Denver, and Chicago. We have the advantage in these centers of having experienced and knowledgeable personnel, rather than being faced with hiring and training new employees. There are strict regulations affecting medical collections and the privacy of medical information. There are strict regulations regarding the confidentiality of financial information.

We trust our employees in Dallas, Denver and Chicago to be always mindful of these aspects of collections and so do our clients. Conducting healthcare collections activity requires sensitivity and experience, and our current clients are very pleased with the service they receive from the Dallas center, where your collections activity will be conducted.

If it will make things easier and more comfortable for your staff we can set up a local payment lockbox, we can install a special telephone line, we can schedule monthly management meetings, and if it would be easier for the City to have local part-time staff to pull media and document information, we can set that up. These are things to be discussed with Michael Yont when he meets with you.

The address and contact information for the CCA/MBI Southwestern Regional Center is:



INVITATION FOR BID, BEST VALUE

**PURCHASING OFFICE
CITY OF AUSTIN, TEXAS**

COLLECTION SERVICES FOR EMS

IFB No.: SSC0102

Addendum No. 3

Date of Addendum: July 7, 2009

1.0 The following questions and answers are to be incorporated into the above referenced Invitation for Bid, Best Value:

Q1: Is it acceptable that our employees pay for a portion of our company healthcare plan or must insurance be offered at zero cost to our employees?

A1: Each individual company must decide how the insurance costs are covered, but every bidder must have a health insurance plan in place for its employees.

Q2: Who is the current vendor and what fee rate are they charging the City?

A2: Collection Company of America (CCA) and the fee rate is 23.5%.

Q3: What is the recovery rate for the current vendor?

A3: In FY 2007-2008, the current vendor collected \$989,866 on referred accounts totaling \$12,976,487, a recovery rate of 7.63%.

Q4: What is the proposed contract start date?

A4: The current contract is in place until November 13, 2009, so the new contract will not start prior to that date.

Q5: How long will accounts be placed for collection with the selected Contractor?

A5: The Contractor will be responsible for accounts that are placed with them until the Statue of Limitations expires. The following is added to Paragraph 2.2.1 of Section 0500, Scope of Work - Accounts assigned to previous collection contractors will not be transferred the current Contractor, and accounts assigned to the current Contractor will not be transferred to any future contractors.

Q6: Are collection fees permitted?

A6: They are currently being implemented by our current vendor when credit card payments are made.

Q7: We understand that contingency collection charges are a matter of public record and are not considered confidential. What is the range of current contingency collection charges by placement type assessed by the



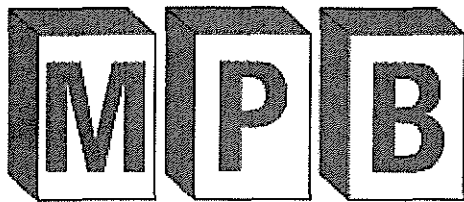
MERCHANTS & PROFESSIONAL CREDIT BUREAU, INC.

11921 NORTH MOPAC EXPWY., STE. 210 AUSTIN, TEXAS 78759
(512)346-4305 - (800)550-7902 - FAX (512)343-4864

RECAPITULATION OF NEW BUSINESS & COLLECTIONS FOR REGULAR COLLECTIONS

YEAR	# ASSIGNED	\$ ASSIGNED	\$ COLLECTED	% OF RECOVERY
2001-2005	38,288	12,753,407.44	2,039,100.81	15.99%
2000-2001	26,383	8,121,697.86	1,214,831.87	14.96%
1997-1999	20,042	4,624,126.54	858,241.54	18.56%
1994-1997	33,972	5,302,114.12	885,030.43	16.69%
 TOTAL	 118,685	 30,801,345.96	 4,997,204.65	 16.22%





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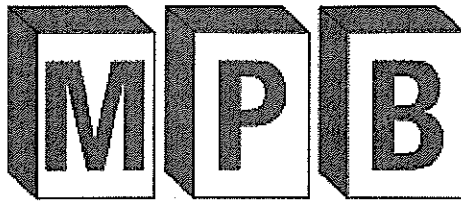
EMERGENCY MED SERV-S-N
PO BOX 1088
AUSTIN, TX 78767

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RECAPITULATION OF NEW BUSINESS & COLLECTIONS

Client No.	Client Name	Date	Quantity	Amount	Payments	Collected Amt	% of \$
2788	EMERGENCY MED	8-2009			32	2,511.11	
2788	EMERGENCY MED	7-2009			32	1,271.34	
2788	EMERGENCY MED	6-2009			40	2,185.30	
2788	EMERGENCY MED	5-2009			28	1,497.81	
2788	EMERGENCY MED	4-2009			25	1,917.77	
2788	EMERGENCY MED	3-2009			32	1,959.57	
2788	EMERGENCY MED	2-2009			25	2,485.60	
2788	EMERGENCY MED	1-2009			37	1,735.81	
2788	EMERGENCY MED	2008			357	27,620.46	
2788	EMERGENCY MED	2007	1	427.50	749	64,206.54	
2788	EMERGENCY MED	2006	3	1,075.75	1,868	160,334.11	
2788	EMERGENCY MED	2005	8,394	2,654,352.68	4,315	486,011.39	
2788	EMERGENCY MED	2004	9,414	3,376,263.68	3,168	446,341.74	
2788	EMERGENCY MED	2003	9,023	3,054,583.83	3,043	384,373.09	
2788	EMERGENCY MED	2002	8,314	2,632,504.92	2,614	404,217.33	
2788	EMERGENCY MED	2001	3,139	1,034,199.08	238	50,431.84	
H-T-D TOTALS:			38,288	12,753,407.44	16,603	2,039,100.81	15.99



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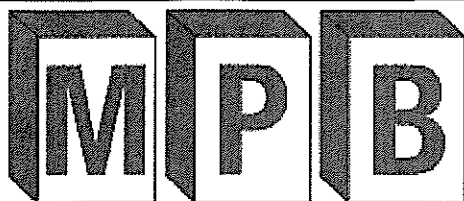
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RECAPITULATION OF NEW BUSINESS & COLLECTIONS

Client No.	Client Name	Date	Quantity	Amount	Payments	Collected Amt	% of \$
2791	EMERGENCY MED	8-2009			4	84.00	
2791	EMERGENCY MED	7-2009			5	94.00	
2791	EMERGENCY MED	6-2009			6	207.39	
2791	EMERGENCY MED	5-2009			6	584.00	
2791	EMERGENCY MED	4-2009			6	151.82	
2791	EMERGENCY MED	3-2009			5	134.00	
2791	EMERGENCY MED	2-2009			5	109.00	
2791	EMERGENCY MED	1-2009			10	706.78	
2791	EMERGENCY MED	2008			77	2,519.19	
2791	EMERGENCY MED	2007			92	7,813.53	
2791	EMERGENCY MED	2006			125	10,987.62	
2791	EMERGENCY MED	2005	2	502.99	236	31,394.46	
2791	EMERGENCY MED	2004	1	430.90	370	38,864.08	
2791	EMERGENCY MED	2003			629	65,589.83	
2791	EMERGENCY MED	2002			1,981	227,830.05	
2791	EMERGENCY MED	2001	15,620	4,716,783.72	4,338	659,184.99	
2791	EMERGENCY MED	2000	10,760	3,403,980.25	1,142	168,577.13	
	H-T-D TOTALS:		26,383	8,121,697.86	9,037	1,214,831.87	14.96



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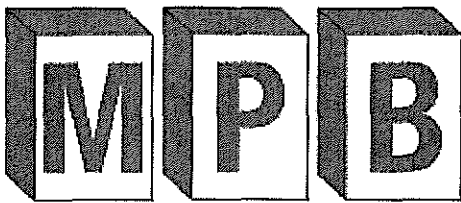
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RECAPITULATION OF NEW BUSINESS & COLLECTIONS

Client No.	Client Name	Date	Quantity	Amount	Payments	Collected Amt	% of \$
2793	EMERGENCY MED	7-2009			1	25.00	
2793	EMERGENCY MED	6-2009			1	25.00	
2793	EMERGENCY MED	5-2009			3	55.00	
2793	EMERGENCY MED	3-2009			1	25.00	
2793	EMERGENCY MED	2007			3	557.79	
2793	EMERGENCY MED	2006			16	534.62	
2793	EMERGENCY MED	2005			43	3,359.87	
2793	EMERGENCY MED	2004	1	329.56	99	10,402.88	
2793	EMERGENCY MED	2003			148	17,766.67	
2793	EMERGENCY MED	2002			248	30,631.36	
2793	EMERGENCY MED	2001	1	133.86	544	38,776.97	
2793	EMERGENCY MED	2000	411	110,298.84	1,409	120,213.28	
2793	EMERGENCY MED	1999	6,644	1,582,473.33	3,066	341,239.40	
2793	EMERGENCY MED	1998	9,251	2,091,251.44	2,274	245,070.45	
2793	EMERGENCY MED	1997	3,738	840,996.36	385	49,558.25	
	H-T-D TOTALS:		20,046	4,625,483.39	8,241	858,241.54	18.55



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PO BOX 1088
AUSTIN, TX 78767

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RECAPITULATION OF NEW BUSINESS & COLLECTIONS

Client No.	Client Name	Date	Quantity	Amount	Payments	Collected Amt	% of \$
2795	EMERGENCY MED	6-2009			1	11.00	
2795	EMERGENCY MED	3-2009			2	40.00	
2795	EMERGENCY MED	1-2009			2	30.00	
2795	EMERGENCY MED	2008			21	413.00	
2795	EMERGENCY MED	2007			4	57.75	
2795	EMERGENCY MED	2006			1	20.20	
2795	EMERGENCY MED	2005			6	397.18	
2795	EMERGENCY MED	2004			24	726.64	
2795	EMERGENCY MED	2003			83	2,558.14	
2795	EMERGENCY MED	2002			106	5,564.19	
2795	EMERGENCY MED	2001			222	20,907.94	
2795	EMERGENCY MED	2000			418	29,751.31	
2795	EMERGENCY MED	1999	1	202.00	682	48,802.19	
2795	EMERGENCY MED	1998	1	236.36	926	80,345.79	
2795	EMERGENCY MED	1997	7,020	1,267,904.83	2,654	218,613.64	
2795	EMERGENCY MED	1996	10,561	1,626,228.73	3,098	243,918.99	
2795	EMERGENCY MED	1995	10,573	1,525,530.59	2,511	203,262.86	
2795	EMERGENCY MED	1994	5,816	882,011.61	311	29,609.61	
	H-T-D TOTALS:		33,972	5,302,114.12	11,072	885,030.43	16.69



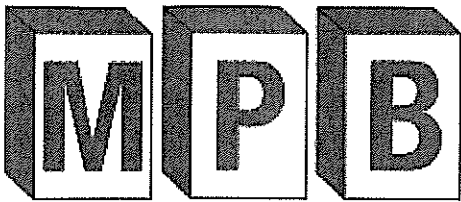
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11921 NORTH MOPAC EXPWY., STE. 210 AUSTIN, TEXAS 78759
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RECAPITULATION OF NEW BUSINESS & COLLECTIONS FOR MAIL RETURN ACCOUNTS

YEARS	# ASSIGNED	\$ ASSIGNED	\$ COLLECTED	% OF RECOVERY
2001-2005	10,123	4,219,665.90	269,952.67	6.4%
2000-2002	10,080	3,673,296.58	276,660.38	7.53%
1998-1999	8,085	2,211,051.70	186,433.72	8.43%
 TOTAL	 28,288	 10,104,014.18	 733,046.77	 7.26%





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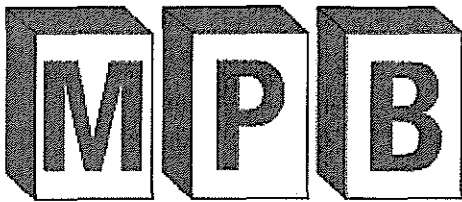
EMERGENCY MED SERV-MR-S-N
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RECAPITULATION OF NEW BUSINESS & COLLECTIONS

Client No.	Client Name	Date	Quantity	Amount	Payments	Collected Amt	% of \$
2787	EMERGENCY MED	8-2009			18	997.86	
2787	EMERGENCY MED	7-2009			6	35.43	
2787	EMERGENCY MED	6-2009			21	175.20	
2787	EMERGENCY MED	5-2009			18	888.29	
2787	EMERGENCY MED	4-2009			18	233.01	
2787	EMERGENCY MED	3-2009			19	513.73	
2787	EMERGENCY MED	2-2009			10	131.09	
2787	EMERGENCY MED	1-2009			18	217.33	
2787	EMERGENCY MED	2008			87	7,662.27	
2787	EMERGENCY MED	2007			86	14,566.62	
2787	EMERGENCY MED	2006			171	20,119.31	
2787	EMERGENCY MED	2005	1,549	641,366.28	427	56,745.14	
2787	EMERGENCY MED	2004	2,496	1,049,616.89	264	54,235.71	
2787	EMERGENCY MED	2003	2,964	1,292,513.78	415	57,285.28	
2787	EMERGENCY MED	2002	2,494	981,780.76	295	54,381.77	
2787	EMERGENCY MED	2001	620	254,388.19	12	1,764.63	
	H-T-D TOTALS:		10,123	4,219,665.90	1,885	269,952.67	6.40



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RECAPITULATION OF NEW BUSINESS & COLLECTIONS

Client No.	Client Name	Date	Quantity	Amount	Payments	Collected Amt	% of \$
2790	EMERGENCY MED	9-2009			1	35.00	
2790	EMERGENCY MED	2008			16	1,120.33	
2790	EMERGENCY MED	2007			7	2,203.58	
2790	EMERGENCY MED	2006			25	3,574.53	
2790	EMERGENCY MED	2005			79	8,247.87	
2790	EMERGENCY MED	2004	1	1,006.45	136	14,346.74	
2790	EMERGENCY MED	2003			162	20,650.91	
2790	EMERGENCY MED	2002	1	442.00	445	68,829.72	
2790	EMERGENCY MED	2001	5,359	2,112,859.23	737	127,705.33	
2790	EMERGENCY MED	2000	4,719	1,558,988.90	169	29,946.37	
	H-T-D TOTALS:		10,080	3,673,296.58	1,777	276,660.38	7.53

EMERGENCY MED SERV-MR
PO BOX 1088
AUSTIN, TX 78767

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10/14/2009

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RECAPITULATION OF NEW BUSINESS & COLLECTIONS

C L I E N T		DATE	N E W B U S I N E S S		C O L L E C T E D		
NUM	NAME	MM-YYYY	QUANTIT	AMOUNT	PAYMNTS	AMOUNT	% OF \$
2792	EMERGENCY MED	2006			2	320.75	
2792	EMERGENCY MED	2005			9	1,597.30	
2792	EMERGENCY MED	2004			22	3,568.22	
2792	EMERGENCY MED	2003			23	5,904.63	
2792	EMERGENCY MED	2002			37	4,219.20	
2792	EMERGENCY MED	2001			111	15,062.05	
2792	EMERGENCY MED	2000	77	22,571.59	304	31,389.65	
2792	EMERGENCY MED	1999	4,240	1,150,072.84	571	74,292.68	
2792	EMERGENCY MED	1998	3,768	1,038,407.27	387	50,079.24	
H-T-D TOTALS:			8,085	2,211,051.70	1,466	186,433.72	8.43



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Comparison Showing Dollars Lost By City in Last Contract

CCA Figures as Given by EMS.

\$12,976,487.00 Assigned

\$989,866.00 Collected
X 76.50% After Deducting Fee of 23.5%
\$757,247.49 Money to City

By Comparison:

If the \$12,976,487.00 Had Been Assigned to MPB at the Same Percentage, The Return To the City Would Have Been:

\$12,976,487.00
x 16.22% MPB's % of Recovery on Previous Years
\$2,104,786.19 Collected

X 76.50% Percentage Returned to City After Deducting 23.5% For Fees.
\$1,610,161.44 Money to City

\$1,610,161.44 MPB Returned to City
-757,247.49 CCA Returned to City
\$852,913.95 Additional Money to City by MPB in **One Year!**

The Three Year Contract Total Would Be **\$2,558,741.85!**





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Comparison Showing Dollars Lost By City if Contract Awarded to MSB

Figures as Given by EMS.

\$21,533,981.00 Assigned

\$1,722,718.00 Collected

X 79% After Deducting Fee of 21%

\$1,360,947.60 Money to City

By Comparison:

If the \$21,533,981.00 Was Assigned to MPB, the Return to the City Would Be:

\$21,533,981.00

x 16.22% MPB's % of Recovery on Previous Years

\$3,492,811.72 Collected

X 77% Percentage Returned to City After Deducting 23% For Fees.

\$2,689,465.02 Money to City

\$2,689,465.02 MPB Returned to City

-1,360,947.60 MSB Returned to City

\$1,328,517.42 Additional Money to City by MPB in One Year!

The Three Year Contract Total Would Be **\$3,985,552.27!**

Four years \$5,314,069.68

Five years \$6,642,587.10

Six years \$7,971,104.52



COLLECTION AGENCY PERFORMANCE 2002

CUMULATIVE referrals and collections thru March 2002

	Merchants			CSII		
	\$	#	avg \$/acct	\$	#	avg \$/acct
<u>Placements</u>						
delinquent	2,039,685	6,178	\$ 330.15	2,035,198	6,276	\$ 324.31
skip	462,142	1,129	\$ 409.34	490,945	1,234	\$ 397.71
total	2,501,827	7,307		2,526,143	7,537	
<u>Collections</u>						
delinquent	167,141			96,303		
skip	10,330			11,907		
total	177,471			108,210		
<u>% collected</u>						
delinquent	8.19%			4.73%		
skip	2.24%			2.43%		
total	7.09%			4.28%		

	MPB	CSI	Difference	Over CSI
Delinquents	11.94%	8.14%	3.80%	46.70%
Skips	3.75%	2.31%	1.44%	62.30%
Combined Overall	9.44%	6.31%	3.13%	49.60%

Data is from October 2001 through July 2004



City of Austin

Founded by Congress, Republic of Texas, 1839

Municipal Building, Eighth at Colorado, P.O. Box 1088, Austin, Texas 78767 Telephone 512/499-2000

REQUEST FOR PROPOSAL COLLECTION OF DELINQUENT ACCOUNTS RECEIVABLE - EMS

SH97300111

EVALUATION FACTORS

*WBE

Merchants	MSB	ICC	CSI	NAB	Datasearch
Austin, TX	Austin, TX	Folsom, LA	Forth Worth, TX	Philadelphia, PA	San Antonio, TX

1. RELEVANT EXPERIENCE/PRIOR PERFORMANCE

45 POINTS

- Experience in specific area of collections
- Experience in similar volume of accounts
- Performance results from similar clients
- Experience and stability of key staff

43	36	37	35	25	26
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2. DEMONSTRATED UNDERSTANDING OF CITY'S

NEEDS, SOLUTION PROPOSED/TECHNICAL CAPABILITY

30 POINTS

- Appropriateness of collection techniques
- Adequacy and sophistication data processing resources
- Adequacy and sophistication of telephone resources
- Letter series
- Number of telephone calls
- Use of skiptracing
- Reports provided to City
- Flexibility in meeting City's reporting needs
- Payment handling procedures
- Implementation of workplan/timetable
- Handling of Spanish speaking customers
- Handling of customer questions/problems
- Ability to file insurance claims where appropriate

30	26	26	23	20	14
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3. COMMISSION RATE/ANTICIPATED COLLECTIONS

15 POINTS

4. ADEQUATE REFERENCES

- Comments from current and previous clients

10 POINTS

TOTAL EVALUATED POINTS

11	11	9	5	8	6
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10	10	2	10	7	6
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94	83	74	73	60	52
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EVALUATION MATRIX- CONSENSUS

REQUEST FOR PROPOSAL NO. MO01300193

COLLECTION OF DELINQUENT ACCOUNTS RECEIVABLE, EMS

Credit Systems International Ft. Worth, TX	Account Mgmt. Services Dallas, TX	Receivable Recovery Svcs. Metairie, LA	Merchants & Prof. Credit Bureau Austin, TX
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1. Relevant experience and Prior Performance

- a. experience in medical collections
- b. experience w/ similar volume of accounts
- c. performance results from similar clients
- d. experience and stability of key staff

(45 points)

42	25	38	49
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2. Demonstrated Understanding of City's

Needs, Solution Proposed and Technical Capability

- a. appropriateness of collection techniques/efforts
- b. adequacy and sophistication of data processing
- c. adequacy and sophistication of telephone resources
- d. letter series
- e. number of telephone calls
- f. use of skiptrading
- g. reports provided to City
- h. flexibility in meeting City's reporting needs
- i. Payment handling procedures
- j. implementation plan/timeline
- k. handling of Spanish speaking customers
- l. handling of customer questions/problems
- m. ability to file insurance claims where appropriate

(30 points)

28	18	26	23
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Collections

- a. commission rate
- b. anticipated collections
- c. incentive structure
- d. collection guarantees

(15 points)

14	15	14	14
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4. References

A minimum of 3 satisfactory references from clients, current or previous, with a similar scope and volume

(10 points)

10	7	5	10
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TOTAL

92	85	81	90
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EVALUATION MATRIX

REQUEST FOR PROPOSAL NO. MO05300309

COLLECTION SERVICES, EMS

	Collection Co. of America Norwall, MA	Universal Fidelity Houston, TX	Penn Credit Harrisburg, PA	NCO Richardson, TX	Merchants & Professional Austin, TX
Relative Experience and Prior Performance experience in medical collections experience in similar volume of accounts performance results from similar clients experience and stability of key staff (5 points) 25	22	21	19	15	20
Demonstrated understanding of the City's needs, solutions proposed and technical capacity appropriateness of collection techniques/efforts adequacy and sophistication of data processing resources adequacy and sophistication of telephone resource efficiency in contacting patients as soon as accounts rec'd letter series number of telephone calls use of skiptracing reports provided to City ease of use of reports ability of City to access account information flexibility in meeting reporting needs payment acceptance methods handling of Spanish speaking customers handling of customer questions/problems ability to file insurance claims as appropriate (5 points) 55	51	46	37	42	38
Commission rate proposer with the lowest cost receives the maximum points; remaining proposers are scored on a percentage ratio basis (20 points) 20	14	12	17	16	14
TOTAL	87	79	73	73	72

EVALUATION MATRIX

COLLECTION SERVICES FOR EMS -
IFB (BEST VALUE) NO. SSC0102

Evaluation Factors	Intermedix	MRS	MSB	Penn Credit Corp.	Linebarger	Rockford Merchante	RSI	Merchants & Professional	Professional Recovery
Cost (45 points)	45.00	26.47	21.42	20.93	20.45	18.00	20.45	19.57	19.78
Demonstrated Experience - Experience in specific area of collections, similar volume of accounts, performance results from similar clients, experience and stability of key staff, collection techniques utilized and references from current and previous clients. Results of reference check (25 points)	3.33	18.33	23.33	18.67	22.17	16.33	18.00	16.00	21.33
Project Concept - Demonstrate the following: Appropriateness of collection techniques/efforts proposed. Adequacy and sophistication of data processing resources. Adequacy and sophistication of telephone resources. Efficiency in contact in patients as soon as accounts are received from City. Letter series. Number of telephone calls. Use of skip tracing. Reports provided to City, preferable Microsoft Excel format. Ease of use use of reports provided to City. On-line account access for City personnel. Flexibility in meeting City's reporting needs. Payment acceptance methods. Capacity to handle Spanish-speaking customers. Handling of customer questions/problems. (30 points)	7.67	18.33	26.33	17.67	10.00	12.33	14.33	10.33	22.67
Total	56.00	63.13	71.08	57.27	52.62	46.66	52.78	45.90	63.78

	EVALUATION FACTORS COMPARISON							
	MPB	MSB	MPB	CSI	MPB	CCA	MPB	MSB
	1997	1997	2001	2001	2005	2005	2009	2009
RELEVANT EXPERIENCE/PRIOR PERFORMANCE	43 out of 45 95.55%	36 out of 45	43 out of 45 95.55%	42 out of 45	20 out of 25 80%	22 out of 25	16 out of 25 64%	23.33 out of 25
DEMONSTRATED UNDERSTANDING OF CITY'S NEEDS, SOLUTIONS PROPOSED/TECHNICAL CAPABILITY	30 out of 30 100%	26 out of 30	23 out of 30 76.66%	26 out of 30	38 out of 55 69.01%	51 out of 55	10.33 out of 30 34.43%	26.33 out of 30
COMMISSION RATE/ANTICIPATED COLLECTIONS	11 out of 15 73.33%	11 out of 15	14 out of 15 93.33%	14 out of 15	14 out of 20 70%	14 out of 20	19.57 out of 45 43.49%	21.42 OUT OF 45
ADEQUATE REFERENCES	10 out of 10	10 out of 10	10 out of 10	10 out of 10	INCLUDED ABOVE	INCLUDED ABOVE	INCLUDED ABOVE	INCLUDED ABOVE
TOTAL POINTS	94	83	90	92	72	87	45.9	71.08
	AWARDED CONTRACT		AWARDED SPLIT CONTRACT WITH CSI			AWARDED CONTRACT		AWARDED CONTRACT